Approved according to 1776-1/ FEA 209 544

Mechanical Trouble Shooting instruction

R250s

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1 Appearance problem

ACTIONS

- Check the general condition of the System Connector *Fig 1* and the Battery Connector *Fig 2* for corrosion and oxidation.
- **No action is taken for liquid damaged telephones**. Send the unit according to local company directive.
- Check that the Antenna is not damaged and tightly mounted. *Fig 3*.
- Check that the SIM holder is working correctly. *Fig 4*.
- Check if the Battery fits correctly and that there is no damage at the rubber gasket *Fig 5*. If there is, change the Battery or send the unit according to local company directive.
- Check the Front cover for cracks and mechanical damage *Fig 6*. If necessary replace the Front cover according to the replacement instruction or send the unit according to local company directive.

Fig 1

Fig 2

Fig 3

Fig 4

Fig 5

Fig 6

2 Network problem

ACTIONS

- Make a general visual inspection for oxidation, corrosion or liquid damages.

No action is taken for liquid damaged telephone, send the unit according to local company directive.

- Insert a new SIM card and switch ON the telephone. Check that there is a signal strength shown on the display. If necessary replace the antenna according to the antenna replacement instruction.
- Check the antenna for dirt or mechanical damage *Fig 1.* If necessary clean or replace it according to replacement instructions.
- Make sure that there is no damage at the external antenna connector and the cover *Fig 2*.

NOTE! Make sure the phone is not locked out of the system due to theft.

If the fault still remains, send the unit according to local company directive.

Fig 1

Fig 2

3 On/Off problem

ACTIONS

- Make a general visual inspection for oxidation or corrosion from liquid damages. **No action is taken for liquid damaged telephone,** send the unit according to local company directive.
- Check that the battery's contact surface is free from dust/dirt and mechanical damage. If necessary clean it.
- Check the battery connector pogopins for dirt/mechanical damage *Fig 1.* If necessary, replace them according to the replacement instruction.
- Make a general visual inspection for oxidation or corrosion from liquid damages. **No action is taken for liquid damaged telephones,** send the unit according to local company directive.
- Check the keyboard domefoil *Fig 2.*and the dome switches *Fig 3*.for malfunction. If necessary replace them according to the replacement instruction.
- Change the battery.
- If the fault still remains, send the unit according to local company directive.

Fig 1

Fig 2

Fig 3

4 Audio problem

ACTIONS

Make a general visual inspection for oxidation or corrosion from liquid damages. **No action is taken for liquid damaged telephone,** send the unit according to local company directive.

- Call a network-connected telephone and check if it is the microphone or the loudspeaker that is the cause of the audio problem.
- Check the loudspeaker *Fig 1* for dirt, oxidation, mechanical damage. If necessary clean it or replace it, according to the loudspeaker replacement instruction.
- Check the loudspeaker pogo contacts *Fig 2* for dirt, oxidation, mechanical damage. If necessary replace it, according to mechanical instruction.
- Check the microphone *Fig 3* at the front cover for dirt, oxidation, mechanical damage. If necessary replace the microphone/front cover according to replacement instruction.
- Check the microphone elastome *Fig 4* for mechanical damage and that it is properly fitted. If necessary replace it according to the microphone elastome replacement instruction.
- Check the system connector *Fig 5* for dirt, oxidation, mechanical damages. If necessary clean or replace it.
- If the fault still remains, send the unit according to local company directive.

Fig 1

Fig 2

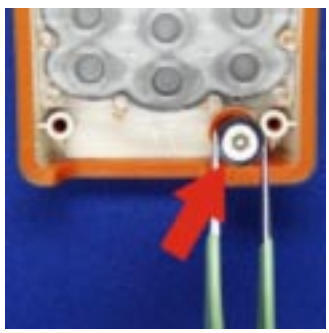

Fig 3

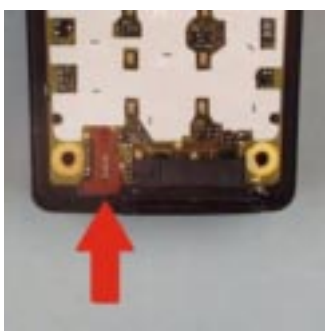

Fig 4

Fig 5

5 Display/Light problem

ACTIONS

- Make a general visual inspection for oxidation, corrosion or liquid damages.

No action is taken for liquid damaged telephone, send the unit according to local company directive.

- Switch ON the telephone and check the display for missing segments or bad contrast. *Fig 1*. If necessary replace the display assembly according to the display replacement instruction. *Fig 2*.
- If the fault still remains, send the unit according to local company directive.

Fig 1

Fig 2

6 Capacity/Charging problem

ACTIONS

- Make a general visual inspection for oxidation, corrosion or liquid damages.

No action is taken for liquid damaged telephone, send the unit according to local company directive.

- Test the telephone with a fully charged battery. If necessary replace the Battery.
- Check the battery's condition and the battery's contact surface for oxidation or corrosion *Fig 1*. If necessary replace the Battery.
- Make sure that the rubber gasket on the battery *Fig 2* isn't damaged.
- Check that the battery connector is free from dirt, oxidation, mechanical damage and that the battery connector pogo pins *Fig 3* are elastic. If necessary clean it.
- Check the system connector *Fig 4* for dirt, oxidation or mechanical damage. If necessary clean it.

If the fault still remains, send the unit according to local company directive.

Fig 1

Fig 2

Fig 3

Fig 4

7 SIM problem

ACTIONS

Make a general visual inspection for oxidation or corrosion from liquid damages. **No action is taken for liquid damaged telephone,** send the unit according to local company directive.

- Test the telephone with a new SIM card.
- Check that the SIM Card Lid *Fig 1* is properly fitting, if necessary replace it.
- Check the SIM connector *Fig 2* for dust, oxidation, dirt and mechanical damage. If necessary clean it, or replace it according to mechanical instruction.
- Make a general visual inspection for oxidation or corrosion from liquid damages. **No action is taken for liquid damaged telephone,** send the unit according to local company directive.

If the fault still remains, send the unit according to local company directive.

Fig 1

Fig 2

8 Key/ Flip problem

ACTIONS

- Make a general visual inspection for corrosion or oxidation from liquid damages. **No action is taken for liquid damaged telephone,** send the unit according to local company directive.
- With the telephone ON, press the keyboard buttons *Fig 1*. A “click” sound should be heard from the buzzer, if it is activated in the settings menu, and numbers shall appear in the display. Feel the keys for response. If necessary replace the front and the dome foil according to the replacement instruction.
- With the telephone ON, press the volume buttons *Fig 2*,on the left side of the phone. A “click” sound should be heard from the buzzer, if it is activated in the settings menu. Feel that there is response at the buttons. If necessary replace the dome switches according to the replacement instruction.
- With the telephone ON, slide the mode switch upwards *Fig 3.* A warning sound should be heard from the buzzer. If necessary replace the front cover according to the replacement instruction.
- With the telephone ON, press the PTT button *Fig 4*,on the left side of the phone. A “click” sound should be heard from the buzzer, if it is activated in the settings menu. Feel that there is response at the button. If necessary replace the dome switch according to the replacement instruction.
- With the telephone ON, press the Alert button *Fig 5*, at the top of the phone. A “click” sound should be heard from the buzzer, if it is activated in the settings menu. Feel that there is response at the button. If necessary replace the dome switch according to the replacement instruction.
- Make a general visual inspection for corrosion or oxidation from liquid damages. **No action is taken for liquid damaged telephone,** send the unit according to local company directive.
- If the fault still remains, send the unit according to local company directive.

Pictures on next side.

Fig 1

Fig 2

Fig 3

Fig 4

Fig 5

9 Alert problem

ACTIONS

- Make a general visual inspection for corrosion or oxidation from liquid damages. **No action is taken for liquid damaged telephone,** send the unit according to local company directive.

9.1 Buzzer problem

- Insert a SIM-card and switch ON the telephone.In menu settings Ring level set Buzzer ON.Increase/ decrease the ring level, the phone rings once with the actual level.
- Check that the buzzer is properly connected to the board *Fig 1*. If it is, replace the buzzer according to the replacement instruction.
- If the fault still remains, send the unit according to local company directive.

9.2 Vibrator problem

- Insert a SIM-card and switch ON the telephone. In menu settings Ring level set Vibrator ON. Check that the telephone vibrates when the settings are stored.
- Check that the vibrator is properly connected to the board *Fig 1*. If it is, replace the vibrator according to the replacement instruction.

If the fault still remains send the unit according to local company directive.l

Fig 1

10 Data communication problem

ACTIONS

- Make a general visual inspection for corrosion or oxidation from liquid damages. **No action is taken for liquid damaged telephone,** send the unit according to local company directive.
- NOTE! all Fax and Data calls are initiated from the appropriate computer software.

If the SIM card does not support separate fax and data numbers, you need to turn on the data menus.In menu settings Data menus select YES.

Make sure there is no damage at the System Connector *Fig 1*, if necessary replace it according to the replacement instruction.

If the fault still remains send the unit according to local company directive.

Fig 1

11 Software problem

ACTIONS

If there are problems with the response of the key board commands and/ or spelling errors in the menu, that are not related to mechanical damage, make a software reset and flash the phone with the latest soft ware.

If the fault still remains, send the unit according to local company directive.

12 Revision History

Rev.	Date	Changes
B	99-09-27	Division into chapters and chapters headings changed. "Send to next/higher level" replaced with "Send the unit according to local company directive."